




Newsletter 



Contents

Network Information

- Additional Atlanta Service
- A Bridge from Asia to Africa
- Pyramids in View
- A Brief History of Cargolux in Bangkok
- Cargolux Goes Italy

Commodities

- Cargolux's Horizon
- Dangerous Goods Safe with Cargolux
- The Gourmet's Choice
- Lobsters On Board
- Strong Furry Guest from Canada
- We Go to Great Lengths for You
- V.I.A's from Africa on board Cargolux Plane

Awards

- Cargolux Gets IOSA Certification
- Cargolux Awarded for the Fourth Time Best Cargo Airline in Spain

Handling Information

- Welcome to LuxairCARGO

Contacts

- Nordic Operations
- Contact Changes

February 09

Network Information



Additional Atlanta Service

On December 14th, Cargolux introduced its third weekly flight out of Hartsfield-Jackson Atlanta International Airport to its Luxembourg hub.

Hartsfield-Jackson is the 11th largest cargo airport in the United States and ranks in the top 30 worldwide. The airport handles 721,000 tons of airfreight annually and the number is growing, especially internationally. [view flyer.](#)



A Bridge from Asia to Africa

On January 25th, Cargolux started a new service from Hong Kong to Dubai/UAE and Lagos/Nigeria, from where it continues to Nairobi/Kenya before returning via Amsterdam to Luxembourg. The commodities loaded in Hong Kong include telecommunication equipment

like laptops, mobile phones and accessoires, LED screens, plus medical equipment and machinery parts, while out of Nairobi, mostly flower shipments are loaded. [view flyer](#)



Pyramids in View

In December 2008, Cargolux introduced a new B747 freighter service to the Egyptian capital Cairo. The service operates from Luxembourg every Tuesday at 8.30 a.m., arriving in Cairo at 1.35 p.m.

(all times local). The flight then continues to Hong Kong.

Forwarders have identified a need for airfreight capacity between Europe and Egypt that Cargolux responds to with the new service. The airline will carry general cargo, consisting mainly of consumer goods, as well as shipments for the oil and gas industry. Egypt has registered a growth of 14% in its 2007 imports. The European Union is Egypt's biggest trade partner with a 31.8% share of Egyptian imports and 37.9% of exports in 2007. European exports to Egypt have increased by 14% in the same year.

Cargolux has awarded Egyptair Ground handling Company and Egyptair Cargo company with Ground support and Cargo processing functions respectively, at Cairo airport.

Egyptair Cargo facility at Cairo can handle special cargoes like perishables, live animals, valuables, dangerous goods & courier. The cold rooms and freezer facilities at Egyptair Cargo are well equipped to handle pharma products and related shipments which require maintaining temperature from plus 20 deg.C to minus 20 deg.C. With pre-advance they can comfortably handle bigger volumes in time. Egyptair Ground handling takes care of Cargolux ground handling requirements and Operations is taken care of by Front Tiger Aviation Services who have been nominated to represent Cargolux locally. [view flyer](#)



A Brief History of Cargolux in Bangkok

Cargolux, through 6 bilateral agreements between Thailand and Luxembourg - since the late 1970's on into the first decade of the 21st century, has established itself in Bangkok (BKK) through Wallem Shipping (Thailand) Limited (WSTL) as its General Service Agent (GSA), with a presence of over 30 years.

In the beginning, Cargolux-BKK was run by three people. One of them remained and endured all the hardships and struggles of the company from that time through and onto the current success of the cargo carrier today: Chalinee Nankhonon. Chalinee started her career with Cargolux on September 05, 1978 as an agent sharing with only two other staff members the daunting task and responsibilities of reservations, sales, and operations. Before joining Cargolux, she held other key positions in various companies - dealing with passengers as a customer service manager at a travel agency, document handling in the records department at an export trading company, and as chief accountant - just to name a few.

In a time when there were no mobile phones, when document creation and submissions were done manually, when all they had to work with were typewriters, telex-machines, and land-line telephones - Cargolux-Bangkok was moving a dismal 10-15 tons on one flight per week via DC-8-63 Freighter planes. They did not even have an office at, what was back then, BKK's Don Mueang International Airport. One of the three CV-BKK agents at that time had to make a trip to the airport for each landing and take-off to conduct cargo operations. Traffic rights were granted only under weekly approval by the Thai Department of Civil Aviation.

"That's the way we worked back then and that's why we know the airfreight industry inside out - all because we executed everything manually. And during the course of the thirty-plus years within this industry, not just with CV - it took us to places, showed us things that one can only learn through experience. It introduced us to many people within this industry that we've developed great relationships with - on a business and friendship level. I've had a tremendous career and I intend to keep going strong", said Chalinee.

Today, CV-BKK is moving an average of 300 tons on 8 flights (6 commercial and 2 technical flights) per week on Boeing-747-400 Freighter (B-747-47F) planes - a long way from their dismal performance of when they first started operating in Thailand. They now occupy a main office in the heart of Bangkok and an office at the Suvarnabhumi International Airport (SBIA). At the main office, there are 5 staff members that execute the marketing, sales, and commercial duties - a senior marketing executive, a senior commercial assistant, and three commercial assistants - and then there is, of course, Chalinee Nankhonon sitting in the big chair as country manager. At the airport office, there is another 6 staff member that execute the daily cargo operations - an operations manager, a senior administrative executive, a senior operations supervisor, an operations supervisor, an operations officer, and a warehouse officer.

CV-BKK has come a long way since the days of employing only 3 staff members to the current 11 staff members - excluding Ms. Nankhonon. They've come a long way from the days of the DC-8-63F to the B-747-4F. A long way, they have come from the days of 10-15 tons per week to the current average of 300 tons per week. They have endured hard-times and seasoned themselves through the economic woes of three decades, moving on into the fourth. Taking on a pivotal role as a transport provider on the Europe, Middle-East, and Asian lanes, they play an important role in the very successful distribution of cargo for many business entities around the globe.



Cargolux Goes Italy

Cargolux has entered into a strategic partnership in Italy to create Cargolux Italia for intercontinental all-cargo services from Milan's Malpensa airport.

Cargolux Italia has applied for a business license and certification with ENAC, the Italian civil aviation authority, in December 2008. It aims to become a fully certified Italian all-cargo carrier.

Start of operations is planned as soon as ENAC grants the required permits. Launch date is expected in April 2009.

Schedule and service arrangements will be communicated in due time.
Cargolux Airlines International S.A. will represent Cargolux Italia in all commercial matters.

[Back to top](#)

Commodities



Cargolux's Horizon

Dear customers,
These times are testing us all.

We just emerged from an unprecedented collapse in market volumes during December, and the outlook remains grim. The dark clouds started gathering over the air cargo world during the summer of 2008 and things have not gotten any better. Fair enough; fuel costs are down but most airlines are now paying steep prices for the volatility protection they purchase during summer. In addition, credits have dried up for both working capital as longer term investments and the global economy

has all but ground to a halt. Things will eventually pick up but it will be a slow process towards the growth figures we have gotten used to.

Meanwhile, Cargolux takes these troubled times in its stride. We have increased our organizational capability to react quickly to our customers' demand – as you will read further in this newsletter – and added an Atlanta frequency and a Hong-Kong service to Lagos via Dubai and are invested in optimizing on-time performance and reliability of our services.

Nevertheless, Cargolux has been able to maintain a relatively stable load factor, outperforming many of our competitors.

You can count on Cargolux to continue improving, to remain focussed on quality and to remain your reliable partner in these challenging times,

Ulrich Ogiermann
President and CEO



Dangerous Goods Safe with Cargolux

Dangerous goods represented 8% of total volumes in 2008. Cargolux's state of the art B747-400 freighters, in combination with expert staff and excellent handling facilities, make it the preferred choice for their dangerous goods shipments for many customers. Cargolux is able to accommodate all kinds of dangerous goods, including those items that must exclusively fly on cargo aircraft only, while always strictly adhering to the IATA DGR regulations, approved by ICAO. Please contact your local Cargolux station for further details and bookings view brochure.



The Gourmet's Choice

Ask any gourmet around the world for his preferences and a fine fish menu will most certainly always make it to the upper parts of his culinary lists. Natives and also travellers enjoy fish in countries like Japan, South Africa, Spain or Scandinavia; any country that has access to the ocean and a big fishing industry.

Of course, fresh fish is also desired elsewhere and has become a hot commodity for the airfreight industry. Getting fresh fish on the consumer's plate requires precise logistics and the right tools to guarantee an unbroken cool chain throughout the transport. Cargolux's B747-400 freighters, with their independent temperature zones, have often been the perfect choice for fish transports. Add to that the cargo center in Luxembourg with its modern cooling and handling facilities and you have got a winning combination.

Fishing All Over The World

Handling a delicate commodity such as fresh fish is a daily routine for the Cargolux experts. The airline carries the sought-after product from various points over its worldwide network. Tuna is among the main species flown from North America to Europe, but flights out of Los Angeles also carry lobster.

Scandinavian countries have a long tradition in fish exports. Norway ships large quantities to European markets, but also uses airfreight for exports directly to Asia. Iceland's seafood shipments make up over 90% of the country's airfreight exports. During the high season in March and April, Icelandic fish is mainly flown to the UK and Germany. Destinations in other parts of the world are served, using the interline connection of Iceland's Bluebird Cargo and Cargolux.

In Europe, the Netherlands are among the countries involved in fish exports and Cargolux flights carry a small part of its overseas consignments.

Moving further south, South Africa's 3,000 kilometers of coastline produces a variety of seafood, with emphasis on the areas around Cape Town and Saldanha Bay. Cape Town lobsters are often flown by Cargolux. Elsewhere in Africa, Cargolux also carries fish from Abidjan/Ivory Coast.

In Asia, Japan is well-known for its fish delicacies. Sushi is one example that has become hugely popular worldwide. Japan is actually importing tuna from many parts of the world. Taiwan and Korea are the leading

suppliers, followed by Australia, Indonesia and Spain. From the Luxembourg CargoCenter, Cargolux offers excellent connections for Japanese forwarders, especially for imports from Europe.

Taiwan is another Asian destination that imports large quantities of seafood with Cargolux moving fresh salmon into Taipei. However, Taiwan is also exporting fresh fish on Cargolux flights to Europe. Major destinations for Philippine seafood are Japan, Korea, Taiwan and Hong Kong; the Southern Philippines export substantial quantities of sea cucumbers, tuna, crab and prawns to Europe. Live fish is also exported from Singapore and Cargolux is involved on an ad-hoc basis.

In South America, large volumes of fish, mainly fresh, smoked and frozen salmon as well as trout, are transported from Santiago de Chile to Bogota. Shrimps from Ecuador are flown to France.

A Cool Chain

Handling fish and other temperature-sensitive items requires not only knowledge but also clear regulations. In an effort to harmonize the global movement and handling of perishables and temperature sensitive products to the benefit of the consumer and the supply chain participants, the Cool Chain Association was established in 2003. Cargolux became an early member of this non-profit organization that aims to represent everyone involved in the cool chain. The association has developed a new standard for the industry named CCQI (cool chain quality indicators), the first attempt ever to set standards for the entire logistic industry in the handling of temperature-sensitive perishables. Cargolux's membership underlines the company's dedication and determination to always deliver the highest service quality to its customers.



Lobsters On Board

Two chartered Boeing 747-400 freighters from Cargolux transported about 200 tonnes of lobster, leaving Halifax Stanfield International Airport on December 20th and 27th. News of the shipments eased some of the concerns of the province's lobster fishermen that the lack of dedicated cargo shipments out of Halifax would make it difficult to get their product to European markets.



Strong Furry Guest from Canada

On January 31st, 2009, together with forwarder LCA of Luxembourg, Cargolux took care of the safe transportation of a 14-year-old female polar bear, weighing just over 600 lbs, 7 feet tall when standing up straight! This polar bear lady, accompanied by her 'personal groom', who further ensured her well-being during the entire journey, travelled from Calgary/Canada to Europe on board of Cargolux's modern temperature controlled B747-400 freighter, together with around 500 kilos of equipment.

Cargolux has been a member of the AATA, the Animal Transportation Association, since 1981, adhering to the principles that established this organization, devoted to the humane transport of animals.

Cargolux staff has held positions on the Board of Directors of the AATA and served as President of the Association from 1995 to 1997. Cargolux also held a seat on the IATA Live Animals and Perishables Board that consists of 12 members and complies with all IATA regulations and EU Directives of Animal Transportation, and the USDA Animal Welfare Act for which the company is certified.



We Go to Great Lengths for You

Lynden International working with a project partner in the Middle East, was awarded the opportunity to transport a series of high volume water pumps from Warren, Michigan (USA) into Dubai. The high volume pumps ranged between 11 and 15 ½ meters in length, between 6500 and 7500 kilos each.

Success in the project revolved around 3 primary elements, Lynden's ability to manage a large ground move, the company's long time working relationship with Cargolux and in turn, Cargolux's high level of expertise in handling the not so normal cargo.

Lynden Inc. has provided transportation and logistical solutions to customers since 1906. Over that time the company has provided service to customers in hard to reach areas with the not so normal cargo, general freight forwarding and logistic solutions. Lynden International, focuses on the customer's needs for personal service and local expertise. <http://www.lynden.com/>



V.I.A's from Africa on board Cargolux Plane

On December 16th, 2008, Cargolux transported another group of V.I.A.'s*, this time to Istanbul/Turkey. The forwarder was LCA of Luxembourg.

Included in this precious and interesting shipment, carefully accommodated in separate animal boxes were giraffes, brown lions, spotted hyena, some hadeda ibis and squirrels, plus one box containing live koi fish.

On board Cargolux's B747-400 freighters, the temperature was adapted to the individual requirements, while loading, transportation and offloading were done in presence of a specialized groom, to ensure safe handling of all animals. * *Very Important Animals*

[Back to top](#)

Awards



Cargolux Gets IOSA Certification



After successfully concluding the required audits, Cargolux Airlines International S.A. has received its IOSA (IATA Operational Safety Audit) certificate. 'Our IOSA registry underlines our strong commitment to the safety of our operations and the safety standards of the airline industry,' says Uli Ogiermann, President and CEO of Cargolux. The internationally recognized IOSA certificate is awarded to airlines after an in-depth audit by independent bodies under the supervision of IATA. IATA member airlines are required to obtain IOSA registry and have to renew it every two years. The IOSA program was initiated in 2003; meanwhile, more than 200 airlines have been certified. The audit covers

the main aspects of safety in an airline's operation, including flight operations, maintenance, dispatch, security and crew training, but also cargo operations and ground handling.



Cargolux Awarded for the Fourth Time Best Cargo Airline in Spain

Following the result of a survey conducted by the Spanish magazine 'INTER TRANSPORT', Cargolux was awarded for the fourth time 'Best Cargo Airline in Spain' on December 18th, 2008.

Earlier awards were received in Spain in 2003, 2005, and in 2007.

The criteria for the 2008 award are: customer service / fleet / network / friendliness of staff / rates offered / overall quality / after sales service.

On behalf of Cargolux, Mrs. Merce Saboya, Country Manager Spain, responsible for the company's Spain operation, together with her managers and staff from Barcelona, Madrid and Valencia, plus representatives of head office Luxembourg, took on the award at Barcelona's Maritime Museum. "This award presents a great honour for us in Spain and our head office in Luxembourg. Our all-cargo service into Spain is operated for the benefits of our local clients base and has been welcomed by forwarders and shippers", states Merce Saboya.

Cargolux started flight services into Barcelona in June 2004, and today operates three weekly flights upon return from Asia, in addition to existing regular trucking services between Cargolux's head office in Luxembourg and the major Spanish cities, operational since 1987 already.

[Back to top](#)

Handling Information



Welcome to LuxairCARGO

Luxembourg with Luxair CARGO, one of the key activities of LuxairGroup, and handling provider for Cargolux, has established itself as Europe's 5th busiest cargo hub. Providing shippers, logistics specialists, and airlines with advanced systems and modern facilities, LuxairCARGO guarantees fast transit times, high-quality, flexible, secure and efficient handling. For nearly forty years, LuxairCARGO has been serving the needs of those who share the common understanding that time is the most precious commodity of all.

By constant investment in people and technology, we will continue to reduce cycle times, improve throughput, maintain highest quality standards and continue to react flexibly to market and customer needs. In addition to our personal commitment, Luxembourg's central location makes our Cargocenter extremely attractive. LuxairCARGO's commitment to further develop its position as one of Europe's leading cargo hubs, and my personal commitment to continuously improve and provide customer-oriented, high-quality services and processes, will help us and you to be successful together.

I look forward to welcoming you in our facilities!

Hjoerdis Stahl
Executive Vice President
LuxairCARGO

LuxairCARGO is Cargolux's handling agent at the company's main hub Luxembourg. Luxembourg is Europe's 5th largest cargo airport, a major distribution hub for high-tech goods, perishables, live animals and consumer products. Trucks are a minute away from the open road, and less than 24 hours from any European city. The average freight transit time is 8 hrs, the B747 freighter turnaround 2 hrs. The Cargocenter and Customs

[Back to top](#)

Contacts



Nordic Operations

Weco AirCargo, Cargolux GSA in Scandinavia and Finland, has changed name to North Air Logistics!

Weco Air Cargo was founded 1971 in Copenhagen, and has been representing Cargolux sales and operations since 1975.

As a consequence of Weco Air Cargo being acquired by French owned World Freight Company 2007, Weco is now re-branded to North Air Logistics to become consistent with the worldwide Air Logistics Group.

North Air Logistics has offices in Copenhagen, Oslo, Stockholm and Helsinki.

Denmark:

CPH/BLL/OSL/SVG/BGO are served by daily trucks, the commodity mainly being oilwell equipment, pharmaceuticals, high tech items and machinery.

Sweden:

Also ARN/GOT/MMA/MMX are served by daily trucks, the commodity mainly being telecommunication equipment, car parts, machinery.

Finland:

In addition to trucking, Cargolux operates a flight HEL-LUX Saturday mornings, living up to Cargolux being an all-Cargo Carrier, moving offsize/big and heavy pieces like paper machinery parts, mining machines, shipspares, telecommunication equipment, electricals, elevator spares, filter spares and valves, temperature controlled cargo like pharmaceuticals, laboratory equipment etc.

On January 2009, North Air Logistics also took over the responsibility of the Cargolux aircraft turnaround at Helsinki airport.

For further information, please see: www.northairlogistics.com



Contact Changes

Cargolux Airlines is pleased to announce that on January 1st 2009, its **London Office** moved to below mentioned address:

Cargolux Airlines International S.A./ Building 875/Scylla Road/ London Heathrow Airport Hounslow/ Middlesex/ TW6 3YH.

Gha-is Heathrow Cargo Handling (HCH)

Tel: 44 20 8283 2820

Fax: 44 20 8283 2839

Additionally, Cargolux's GSA in **the Nordic countries** changed name from Weco-AirCargo to North Air Logistics all contact persons and contact numbers remain the same....

Cargolux head office in **Milano**, starting from mid-February will be :

Via Dante 144 20096 Limito di Pioltello (MI).

Admin Tel: +39 02 92166709

Admin Fax: + 39 02 92108963

Reservations Tel: +39 02 92166778

Reservations Fax: +39 92160570.

[Back to top](#)

for more information please contact: A.Ottinger or visit **our site**.

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